



From the Desk of...

Responding to your suggestions



by Les Wright
Technical Training Manager
Bently Nevada Corporation

Many companies talk about having your best interests at heart and offer money-back guarantees in their advertising to gain your attention. We all know that it's not what you say but what you do that establishes a company's credibility. If you have attended a Bently Nevada training course in Minden, Nevada, you have heard Donald Bently's or Roger Harker's welcoming statement. They both say that Bently Nevada wants to hear your comments about our courses, so we can make the courses more effective. Let me give you a few examples of changes we have recently made to our training courses based on your comments:

1. "Too much material covered in the Machinery Diagnostics Course." — We created the Data Acquisition Course which absorbed three topics previously covered in Machinery Diagnostics and added this material to new information on how to collect good data.

2. "Not enough time for hands-on workshops." — All the workshops during the Machinery Diagnostics Course were previously scheduled for Thursdays and made up 20% of class time. Now we do workshops immediately after the associated topic and devote 36% of the Machinery Diagnostics class time to workshops. Over 50% of the Data Acquisition and 3300 Installation and Maintenance Workshop are devoted to workshops. The Machinery Diagnostics Workshop is 4.5 days, and 100% of the time is spent in a workshop.

3. "Student manuals should be more than copies of the overheads." — Our student manuals are written as reference manuals with graphics and appropriate explanatory text.

4. "Tuition should include hotel rooms, all meals, airfare and the use of a rental car." — We modified the tuition cost to include a hotel room and all meals. We supply meal coupons for use at two different restaurants with no limit per person.

5. "You should supply more case histories to work with." — We created the Machinery Diagnostics Workshop which is completely self-paced and allows you to work with as many case histories as you like.

We welcome your suggestions for making the training courses even more effective and efficient. ■